

Appendix B

Sample Notification to Immediate Neighbourhood

Sample Notification



February 2024

Dear Neighbors,

To ensure that BCRTC is providing safe, and reliable levels of service to our customers, we regularly perform routine and critical maintenance on our system's infrastructure. In your area, we have identified 22nd Street SkyTrain Station for required maintenance in the form of structural re-coating/painting. This project is set to begin on March 11, 2024.

We apologize for any inconvenience this may cause, but to reduce safety hazards associated with conducting work at a busy transit station, some activities will happen during the overnight period. Access for required deliveries through the bus loop will be scheduled outside of bus operational hours to limit disruption to the commuting public. There are no anticipated street access restrictions.

To minimize any noise through overnight hours, the contractor will schedule noisier activities during permitted hours, and ensure installation of noise minimizing control methods around any equipment.

BCRTC has an exemption to the City of New Westminster's Noise By-Law for this nighttime work to take place. Together with the contractor, we will make every effort to minimize the impact of this maintenance project on the neighbors and customers.

Customer Service | 604.953.3333 | Monday to Sunday | 6:30 a.m. to 10:00 p.m.

Email | customerservice@TransLink.ca | Monitored during regular business hours, Monday to Friday

Overnight Call Centre | 604.549.5627 | after hours only

Completion of this work will help maintain transit service in Metro Vancouver. We thank you for your understanding.

Sincerely,

BCRTC Facilities Major Projects Team